Pfeiffer Poster Awarded First Place at Health Disparities Conference

On February 27, six Health Administration faculty presented research findings and posters along with abstracts at the UNCC Representative Beverly Earle Minority Health Disparities Distinguished Lecture Conference. Dr. David Hollar’s poster presentation entitled, “Spatial Dependence of Risk Factors Impacting Health Disparities in the National County Health Rankings” won first place.

Pfeiffer University, formerly a teaching institution, has placed increased emphasis on faculty research and scholarly activities over the past several years. Dean Miller has encouraged faculty to conduct research that informs teaching and engages students. “I am very proud of the research the division of applied health sciences has done to lead the University through the advancement of scholarly work. Dr. Hollar’s monthly Research Colloquium that is open to the entire university has gone a long way to promote collaboration and collegial support amongst the faculty,” said Miller.

Other faculty members attending the conference included Dr. Vernease Miller, Dr. Jon Martin, Dr. Caroline Hohensee, Dr. Gwyndolan Swain, Dr. Sanggon Nam and Dr. Carol Vogt. Congratulations to the Department of Health Administration.

Professor David Hollar and his winning poster
April showers bring May flowers and graduation celebrations. Hard work and a commitment to finish what you start are the keys to success in higher education and life.

I am very proud of the noticeable increase in scholarship by Pfeiffer applied health science students and faculty. This year, faculty from all the AHS departments mentored student research and then facilitated poster presentations at national and state academic conferences. More importantly our faculty led by example, giving impressive cutting edge presentations and publishing in peer-reviewed journals.

The division sponsors an in-house research colloquium every month where students and faculty collaborate on pending or completed research projects before submitting them for publication. The colloquium is open to the entire Pfeiffer community. This is how you move beyond boundaries. You must first take the initiative to try something new and challenging, seek expert help and then step onto the stage of life and give your talents the exposure they deserve. Take time to observe the exciting work that is highlighted in this issue of Clipboard Notes and then congratulate your classmates and professors on a job well done.

Change has arrived on several different fronts. MHA students are taking graduation exit exams for the first time. Information about testing dates, times and locations can be obtained from Deborah Wood in the Office of Academic Affairs at debbie.wood@pfeiffer.edu.

In 2015-16 we will debut two new programs, RN-BSN and Substance Abuse Studies. Persons interested in these exciting new study opportunities should contact the Center for Professional Advancement on the Charlotte campus.

Finally, we will welcome the new University President, Dr. Colleen Keith in July. We are indeed moving FORWARD.
Register for Summer Classes

Enrolling in the 2015 summer session?

Registration for summer classes takes place March 23 – May 26, 2015—online. Please contact your advisor today for guidance prior to registering to assure that you stay on course with your program’s curriculum.

Department of Nursing Launches Online RN to BSN Program

It is essential that nurses have access to educational opportunities that help them boost and sustain their ability to remain professionally competitive due to the Institute of Medicine’s (IOM) recommendations to increase the number of BSN-prepared nurses. Healthcare employers are showing a preference in their hiring practices for new RNs to hold baccalaureate degrees in nursing. Current RNs are being encouraged to return to college to obtain these credentials.

In January 2015, Pfeiffer University began an RN to BSN completion program. The online RN to BSN curriculum includes instructive and clinical experiences designed to expand the existing professional knowledge of North Carolina residents holding an associate in applied science degree in Nursing; associate degree in Nursing; or diploma in Nursing from a hospital program, and who hold an RN license to practice nursing in North Carolina or a compact state.

The program is designed with the working RN in mind. Pfeiffer’s RN to BSN program will operate within the framework, values and philosophy of its current BSN program, which is designed to prepare students for leadership roles in client care and management as well as to care for diverse populations within a community. For more information or to refer someone to the program, visit: http://www.pfeiffer.edu/registered-nurse-to-bachelor-of-science-in-nursing.
April 15--Pfeiffer hosted the annual Heart of Grace Awards at the Charlotte campus, 11:30 a.m. Honorees are the mother-daughter duo of Dr. Lynne Safrit, president and chief operating officer, Castle and Cooke, LLC and leader of the North Carolina Research Campus in Kannapolis, and her daughter, Elizabeth Safrit, Miss United States 2014 (and second runner up to Miss World).

The Heart of Grace Award is presented each year to celebrate the achievements of Charlotte-area women whose lives and work embody a spirit of servant leadership in their communities and the world.

This year, on display during the event were research posters of MHA and Marriage and Family Therapy students.

Dr. Lynne Scott Safrit and Elizabeth Safrit were honored.
May 6--Undergraduate nursing students preparing to graduate in May will receive their pins during a ceremony on the Misenheimer campus, 6 p.m. The keynote speaker is Pfeiffer alumnus Michael Vaccaro, RN, BSN, MHA/MBA, chief nursing officer, Novant Health, Greater Charlotte.

Mr. Vaccaro is a Pfeiffer alum who has won awards for leadership and remains active in the life of Pfeiffer. Dr. Daniels said, “We are delighted that Michael has agreed to speak at the Pinning Ceremony which is the final symbolic step to becoming a Pfeiffer Nurse. We look forward to the inspiration he will bring to our graduates.”
On the Move:
Congratulations to the following students, faculty and alumni for their outstanding professional achievements:

Students, Faculty and Alumni

Latosha Jones and Tamara El-amoor (MHA) have been awarded scholarships. They are, respectively, Student Associate ACHE Membership Award and GCHEG Scholarship (ACHE Charlotte chapter).

Monique Moreno (MMFT program) was highlighted in Cardinal Innovations’ Mecklenburg Community Operations Center, (her employer) newsletter for research she conducted as part of her PSYC 625/Research Method and Program Evaluation course. Click here to view link.

Faculty:
Rachel Cozart, Ph.D., Assistant Professor (Nursing) presented “Psychometric Properties of the Revised Gerotranscendence Scale,” at the Association for Gerontology in Higher Education’s 41st annual meeting and educational leadership conference in Nashville.

Dana Martin, Ph.D., Assistant Professor (Nursing) was selected to Who’s Who Among American Teachers, 2014-15.

Sherrá White, Ph.D., Assistant Professor (MFT) is a recipient of East Carolina University’s (her alma mater) inaugural 40 Under 40 Leadership Award.

According to ECU, consideration for the award is a tribute to the nominee’s ability to use education to pursue their passion to lead positive change through leadership and service.

Alumni:
Michelle Bednarek ’14 (MHA) project management specialist, Triad Healthcare Network Care Management, will present at the Case Management Society of America’s 25th Annual Conference and Expo, June 23-26, Orlando.

The VCU Division for Health Sciences Diversity at Virginia Commonwealth University, Richmond, VA sponsored the Symposium on Health Equity and Interprofessional Practice on February 27-28. Three freshmen, Darius Bryant, Kevin Jimenez, and Darwin Ramirez, who are enrolled in the first-year seminar course for pre-medicine/allied health majors, successfully submitted their poster and were accepted to the symposium. Dr. Vinson Sutlive and Darwin Ramirez attended the conference. Darwin presented the poster on behalf of his classmates. Although students and faculty from a number of colleges and universities (e.g. Virginia Tech, University of Virginia, University of Richmond) attended, Pfeiffer was the only university, other than host Virginia Commonwealth University, to have a student present his/her research. Congratulations to Dr. Sutlive and his students.

SPECIAL FEATURE
Health and Exercise Science Freshmen Invited to Research Symposium

HES Student Darwin Ramirez
From Dec. 30-Jan. 10, 29 MHA students (enrolled in MHA 776/Comparative International Health Studies) and 13 guests traveled to London with Dr. Vernease Miller and Dr. Gwyndolan Swain to learn about England’s socially administered health system known as National Health Service.

Students learned about the strengths and weaknesses of a government-managed system through lectures by local healthcare executives and providers. While abroad, they visited Oxford University, Buckingham Palace, London Tower, several museums and other sites—as well as Paris.
PHESO News

PHESO Explores the Economic Impact of the Affordable Care Act

In November 2014, Dr. Jamal Nahavandi, keynote speaker, explored the topic, “The Economic Impact of the Affordable Care Act.” Attendees included MHA faculty and the Pfeiffer Health Executives Student Organization (PHESO). Everyone agreed that Dr. Nahavandi’s dialogue led to an intriguing and impactful discussion.

Greater Charlotte Health Executives Group’s 2015 Annual Kickoff Dinner

PHESO and MHA faculty commuted at the annual kickoff dinner hosted by the Greater Charlotte Health Executives Group (GCHEG), local chapter of the nationally-recognized American College of Healthcare Executives (ACHE) at the Renaissance Suites Hotel (Charlotte) in January. This well-attended event offered an opportunity for healthcare executives to share their vision and insights in regards to the topic, “Equity of Care.”

MHA student and PHESO President, Tamara El-amoor was awarded a student ACHE Scholarship.

PHESO SERVES THE HOMELESS

On January 24 and 25, PHESO and faculty members volunteered at the Men’s Shelter of Charlotte by donating items, preparing and serving breakfast and lunch. This amazing opportunity was made possible through a $250 grant awarded by the Francis Center for Servant Leadership, Pfeiffer University. “It was a day of service that impacted everyone who participated,” said Dr. Miller. “I am very proud of PHESO.”

Spring Forum on Occupational Health

The Department of Health Administration and the Pfeiffer Health Executives Student Organization (PHESO) hosted a Spring Forum on Occupational Health entitled, “Occupation Health & the 21st Century” on the Charlotte campus in March. The distinguished moderator and panelists included Dr. Michael Ruhlen, Vice President and Chief Medical Officer, CMC Pineville (moderator); Dr. Todd Simo, Chief Medical Officer, HireRight; Mitch Strobin, Vice President of Service Management, Urgent Care Travel; Dr. Charles Bregier, Corporate Health Medical Director, Novant Health; and Lydia F. Crutchfield, Director of Employee Health, Carolinas Healthcare System. The event was well attended. Graduates students are encouraged to join PHESO. For more information please contact Dr. Caroline Hohensee at caroline.hohensee@pfeiffer.edu.
Senior nursing students presented research posters on multiple health-related topics during the Senior Nursing Students Health Fair (Misenheimer campus) on February 20, 2015.

PROFESSIONAL DEVELOPMENT: ACHE of the Triad

Members of ACHE of the Triad (formerly Triad Healthcare Executive Forum) attended “Diversity in the Workplace: The Continuum of Curiosity,” in Greensboro, NC. Those participating included Michelle Bednarek ‘14 (MHA); Joseph Ferguson (MHA); Carol Lambert (MHA); Dr. Elisa Melvin, Assistant Professor of Health Administration; Julie Montpellier (MHA); Eleanor Rivers (MHA/MBA); and Dr. Carol Vogt, Professor of Health Administration.

Dr. Carol Vogt expressed her sincere gratitude to Pfeiffer University’s Art Department Professor Joshua Cross who successfully designed the new logo for the newly re-named ACHE of the Triad.
The division of applied health sciences hosted a free screening of an award-winning documentary, *Remote Area Medical* in November. This documentary, which is a depiction of the realities of limited access to healthcare in the U.S., was pre-screened by faculty and students prior to its New York City release in December.

*Remote Area Medical* is based on the work of a group by the same name that sets up temporary medical facilities for people in the U.S. and abroad who are otherwise unable to afford or gain access to healthcare. It was founded by Stan Brock, a British outdoorsman who co-hosted *Mutual of Omaha's Wild Kingdom* with Marlon Perkins from 1963-71. His inspiration came from a 1985 ranching accident in the Brazilian rainforest that left him unable to reach a medical facility for 26 days. The film, produced and directed by Jeff Reichert, Farihah Zaman and Cinedigm/Candescent Films, highlights residents of Bristol, Tenn., as they visit a free, four-day clinic set up at Bristol Motor Speedway. Many of the patients live in poverty due to lost jobs and health insurance. Most had either never been examined by a doctor or dentist, or hadn’t been seen for several years.

Dr. David Hollar, Assistant Professor of Health Administration, learned of the film’s availability from the Maternal and Child Health Section of the American Public Health Association and reached out to *Remote Area Medical’s* screening coordinator. He and colleagues Drs. Martha Bramlett, Caroline Hohensee, Jamal Nahavandi, Joel Vickers and Carol Vogt promoted the screening at Pfeiffer’s three campuses and two cohort sites (Cone Health, Greensboro and CMC Northeast, Concord) and led discussions after the showing for nearly 160 students at the on-site screenings. (Twenty-five more accessed the film online.) Discussions primarily centered on the implications of the lack of healthcare access in cities and rural areas and ways to apply community outreach and the Affordable Care Act. Everyone agreed that viewing the thought-provoking documentary was an awesome experience!
The President, faculty and graduating class of Pfeiffer University announce their 2015 Graduates

2015 Spring & Fall Commencement Exercises

Saturday, May 9th (Misenheimer) and Saturday, August 8th (Charlotte, Raleigh/Durham and Cohorts).

Please join us as we honor our outstanding graduating students and recognize their accomplishments.
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Clipboard Notes, a newsletter of Pfeiffer University’s division of applied health sciences, keeps students and alumni informed about and engaged in relevant program activities.

This publication was designed by Zuri Creative Group, LLC.
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Cardinal Innovations’ Quality Management Department is working closely with the Community Programs/Care Coordination Department to identify opportunities for process improvement and technology enhancements. The effort is called the Continuous Quality Improvement Activity (QIA) for the Community Programs/Care Coordination Department.

Leesa Bain, the Senior Vice President of Quality Management, said Cardinal Innovations appreciates everything that the Community Programs/Care Coordination Department does. “They represent about one-third of the company’s employees. They are the face of Cardinal Innovations and often the first to speak to or meet with the individuals we support and their families. That’s why we want them to be the best they can be,” Bain said about Care Coordinators.

In December, Bain and Francesca High, the Manager of Quality Management Accreditation/Performance Improvement, began meeting with Community Programs/Care Coordination Department members individually and in groups to learn more about what they do and how they do it. “This study will help us determine whether improvements can be made by increasing the use of technology, adding new software, implementing value-added changes to work flows and new approaches to training and education,” High said about the Quality Improvement Activity.

In addition to meeting with staff from the Community Programs/Care Coordination Department, Bain and High said that Quality Management will review policies/procedures and operations manuals, and then make recommendations for improving outcomes and processes. “Understanding the department and how it operates will help us to make suggestions that could take Community Programs/Care Coordination to the next level. We want to identify areas where operational efficiency and effectiveness can be enhanced,” High said.

Bain said, “We want to help Care Coordination work as efficiently and effectively as possible. For Cardinal Innovations to be successful, Care Coordination must be successful. We want to ensure that they have the tools and processes they need to provide a high-touch approach to our members.”

Cardinal Innovations’ Quality Management, called QIA in short, is now active for payroll administration and employee self-service. Employee Pay

Effective Jan. 30, employees’ pay is delivered through the new UltiPro system. The only change for employees is that their paystub will look slightly different; there is no change for employers. Also, employees will receive instructions on how to record their time in the new system this month.

For the pay period from Jan. 16 to March 15 — will be the first one reported in the UltiPro tool. Employees will receive instructions on how to record their time in the new system this month.

Time and Attendance Reporting

Next month’s pay period – from Feb. 16 to March 15 — will be the first one reported in the UltiPro tool. Employees who have been attending the training will receive instructions on how to record their time in the new system this month.

For the pay period from Jan. 16 to Feb. 15, employees are expected to report their time in the Ceridian time and attendance system (access Ceridian-Time Sheet from Cardinal Connections homepage).

Contact your HR Business Partner with any questions regarding the new system.

New Payroll, HR Data Management System Opens to Employees

Cardinal Innovations’ new Human Resources data management system, called UltiPro®, is now active for payroll administration and employee self-service.

Employee Pay

Effective Jan. 30, employees’ pay is delivered through the new UltiPro system. The only change for employees is that their paystub will look slightly different; there is no other change to employees pay or pay process. Go to Cardinal Connections to view a sample paystub.

Employee Self-Service Now Available in UltiPro®

Employees can view their pay details and update personal information in the new tool. It is important that all employees follow the login instructions posted on Cardinal Connections: http://intranet/Documents/HR%20News/Instructions%20for%20Login%20For%20 UltiPro.pdf.
High Touch Spotlight: Aquino Recognized for Research

By Karen Cimino

When Monique Moreno Aquino learned about the Hazards of being a refugee, she knew exactly what she would do.

As a Community Relations Specialist for Cardinal Innovations’ Mecklenburg Community Operations Center, Aquino attended refugee task force meetings and learned about the large number of Asian refugees seeking asylum in North Carolina. Of the 2,130 refugees who came to live in North Carolina in 2013, about 67 percent (or 1,424) came from Asian nations.

Aquino wondered whether they needed a different approach to therapy than someone who had always been in the United States. She decided to compare Cognitive Behavioral Therapy (CBT) with Culturally Adaptive Cognitive Behavioral Therapy (CACBT) to determine which therapy is best for Asian refugees. CBT is a form of treatment that focuses on the relationships between thoughts, feelings and behaviors. CACBT promotes culturally-sensitive therapy delivered with emotional and psychological flexibility that best meets the person’s needs.

“The idea is that for many refugees, the refugee community has captured my heart for many reasons,” she said. “Not only did I know that there was a need in our community, but it was also a way to give feedback to the refugee community about barriers in the system for them. That is what started my interest in this research.”

In December, Aquino presented the findings from her semester of research to approximately 30 clinicians at the Pfeiffer University Research Symposium and was awarded first place for her work. “It was truly a phenomenal experience. I was able to share my research findings, along with the great strides that Cardinal Innovations is making in cultural competence,” she said.

Aquino said she learned from her research that CACBT is best for Asian refugees. “It has to do with understanding a refugee and the trauma that comes with being a refugee,” Aquino said. “Refugees have already been traumatized by events that led them to leave their home country and come to another country. They are a highly traumatized population. You can’t do the traditional exposure piece, which could be more harmful.”

“I was inspired to continue spreading the word and speaking to as many people as I could about the topic,” she said.

Want to recognize a coworker for an impressive high touch effort? Email us your nomination at CardinalInnovations@cardinalinnovations.org.

Around the Regions

Mecklenburg Region – Cardinal Innovations and Monarch Receive Grant for Youth Crisis Services

The North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DHHS/DD/SAS) recently awarded Cardinal Innovations with grant funding for a new child and adolescent facility-based crisis service to be based in Mecklenburg County.

Cardinal Innovations’ Mecklenburg Community Operations Center and Monarch – a nonprofit that supports individuals with disabilities, mental illness and substance use disorders – developed a proposal with other children’s advocates and stakeholders to address the unmet crisis needs of children and youth in Mecklenburg County.

During the 2013-2015 Legislative Interim, the N.C. Crisis Solutions Coalition studied trends in crisis services in the state and determined that there was a lack of crisis capacity. The state Department of Health and Human Services (DHHS) presented Coalition findings to the state General Assembly and, as a result, $2.2 million was appropriated to enhance crisis service capacity. The proposal by Mecklenburg and Monarch was selected to receive the grant.

“We have spent the last few months extensively examining ways to strengthen our crisis continuum of care here in Mecklenburg County for both children and adults,” said Nicole McKinney, Cardinal Innovations’ Vice President of Community Operations for the Mecklenburg Region.

Northern Region – Cardinal Innovations Offers Mental Health First Aid as part of Basic Law Enforcement Training

Including MHFA training as a part of the Basic Law Enforcement Training is a first for North Carolina. Now the state is looking at Cardinal Innovations’ programs to determine if this effort could be replicated elsewhere in North Carolina.

Additionally, the Northern Region recently offered the first MHFA as a refresher course for officers who have taken Crisis Intervention Team (CIT) training in the past. MHFA is a certified course that addresses unique risk factors and warning signs of mental health problems that first responders face when arriving on a scene.

The training improves participants’ understanding of mental illness and provides them with tools for responding to a mental health-related crisis.

MHFA training is not limited to first responders, however. It is intended for all people and organizations in the community. The course is presented to chambers of commerce, professional associations, hospitals, nursing homes, rotary clubs, parent organizations, social clubs and other groups including Cardinal Innovations staff.

Southern Region - System of Care Retreat Focuses on Importance of Community Partnerships

About 40 people from Cardinal Innovations’ Southern Region participated in the Piedmont System of Care Retreat on Jan. 23, learning about community-based mental health crisis services. They also discussed forming and sustaining healthy community collaboratives and organizations.

The retreat was attended by individuals from several agencies including the Department of Health and Human Services, the Department of Public Safety/Division of Juvenile Justice, mental health providers, school personnel, community members, family advocates, medical health coordinators and Cardinal Innovations Community Partners employees.

Willie Ratchford, founder of WPR Consulting, LLC led a discussion about forming and sustaining healthy community collaboratives and organizations. The discussion explored the strengths and needs of each of the five Piedmont Systems of Care Community Collaboratives.

The afternoon session focused on the System of Care and how the System of Care philosophy is integrated into the work the Piedmont Region Community Collaboratives do.